

**THE LEGAL PROTECTION OF CONSUMERS FOR FAILURE DEPARTURE  
OF *JEMAAH UMRAH* OF “FIRST TRAVEL”  
UNDERGRADUATE THESIS**



**This Undergraduate thesis is submitted as one of the requirements to obtain the  
decree of Bachelor of Law at Faculty of Law  
Universitas Muhammadiyah Yogyakarta**

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**Field of Study : Commercial Law**

**FACULTY OF LAW  
UNIVERSITAS MUHAMMADIYAH YOGYAKARTA**

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**2018**

**APPROVAL PAGE**

**THE LEGAL PROTECTION OF CONSUMERS FOR FAILURE DEPARTURE OF  
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This Undergraduate Thesis Proposal has been reviewed by the board of  
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**THE LEGAL PROTECTION OF CONSUMERS FOR FAILURE DEPARTURE OF  
JEMAAH UMRAH OF "FIRST TRAVEL"**

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## DECLARATION PAGE

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I hereby declare that the Undergraduate Thesis which is entitled **“THE LEGAL PROTECTION OF CONSUMERS FOR FAILURE DEPARTURE OF JEMAAH UMRAH OF “FIRST TRAVEL”** its content is truly the work of my own and I did not do plagiarism or quotation in ways that are inconsistent with the prevailing ethnic in the scientific community. On this statement, I am ready to bear the risk/any sanction imposed to me in accordance with applicable regulation, if in the future found a breach of scientific ethnics, I am willing to accept the sanctions.

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Yogyakarta, August 27, 2018



Ayub Arief Fanani

MOTTO PAGE



– Ayub Arief Fanani –

**“Do your best on given occasions, never wasted the opportunity given.”**

– Sustinah -

**“The past is history in the present, The present is a reflection of us in the future, The future is a time that cannot be seen in the present.”**

– Supangat Widodo -

**“You have to hope big things of myself will happen before they can become like them.”**

- Film, 5 centimeter -

**“Believe in 5 centimeters in front of your forehead as well as your dreams, your ideals, and your beliefs. Bring everything you pursue and believe that you can.”**

- Citra Scholastika -

**“I want to release all my burden and I live my life with a smile.”**

– HR. Muslim 1631 -

**“If the man dies, it will break his deeds except from three things: [1] alms,” [2] science is taken advantage of, [3] a child who prays for his parents.”**

## **DEDICATION**

**This Undergraduate Thesis dedicate to:**

My Lord, Allah SWT

Prophet Muhammad SAW

### **My Beloved Parents**

Supangat Widodo, S.Sos

Sustinah

### **My Beloved Sisters**

Cahlina Eko Widodo, S.Psi

Rosvita Asih Priyatni, S.E

Rina Nur Arifah, S.Farm., Apt

## FOREWARD

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In the end, I realize that so many mistakes in my undergraduate Thesis. The comments and suggestions are very welcome in order to develop my research. Finally, I do expect the thesis will give benefit for readers and future research.

Yogyakarta, August 27, 2018

Ayub Arief Fanani

## ABSTRACT

The basic and legal implementation of the *Hajj* and *Umrah* contained in Article 1 Paragraph 2 Law No 13 Year 2008 on the Implementation of *Hajj*. The existence of Law No 13 Year 2008 has not answered the demands and expectations of the community, because the substance and scope is not fully able to present the implementation of *Hajj* in a plenary professional. The Author is interest to discuss the legal protection of Consumers for Failure Departure of *Jemaah Umrah* of “first travel” from the beginning to the end of this case. Further review based on problem formulations are: How is the legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel”? and What is the legal remedy that can be done to provide the legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel”? This research is normative legal research. The aims of this research are to know what is the legal protection and the legal remedy that can be done to provide the legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel”. The legal relationship between *Jemaah Umrah* and First Travel as a business actor has arisen when *Jemaah Umrah* and First Travel are bound by an *Umrah* departure service agreement, but the first travel not fulfil the obligation of the agreement. The legal protection provided by the Consumer Protection Law regulated in Law No 8 Year 1999 on Consumer Protection is imperative if legal remedies are implemented. *Jemaah Umrah* here is the victims of criminal acts committed by First Travel. So, the author conclude that The legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel” are arranged imperatively in the Laws and Regulations *Jemaah Umrah* as consumers have the right to legal protection for the organization of the pilgrimage of *Umrah* while providing legal certainty for consumers, in connection with the case of failure of the departure of *Jemaah Umrah* conducted by First Travel has been sentenced criminally and *Jemaah Umrah* as creditors and victims of criminal acts committed by First Travel can file legal remedies if the agreed peace proposal is not carried out as appropriate.

**Keywords:** *The Legal of Protection, The Legal of Remedy, Jemaah Umrah, First Travel.*

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